

## **Steps for a Customer to File a Loss/Damage Report in DPS**

1. Customer logs into DPS through ETA at <https://eta.sddc.army.mil> using their ETA supplied Log In and Password.
2. Insure that the “Pop Up Blocker” is turned off.
3. Customer sees Customer Home Page with “**Welcome** (Customer’s Name) **of** (Branch of Service).”
4. Customer clicks on “**Claims**” Tab in Upper Right portion of screen.
5. Customer sees...**Welcome to your Claims Page.**
6. Under “**Claims Services**” Click on “**Loss/Damage Reports.**”
7. A new screen appears headed “**Below is a list of your Loss/Damage Reports.**”
8. If this is the first attempt to file a “**Loss/Damage Report**” there will be nothing listed. If an earlier “**Loss/Damage Report**” was filed it will be listed there.
9. On the Left side half way down the screen click on “**Click Here to Add a Loss/Damage Report.**”
10. A new screen appears with the Customer’s personal information.
11. In the Upper Left of the screen click on “**Add**” button under “**Loss/Damage Reports.**”
12. A new screen appears with blanks.
13. The **Loss/Damage Report** number will appear in the Upper Left of the screen. It is only for this **Loss/Damage Report**.
14. Click on Icon immediately to the Right of the BOL/GBL Number blank box to populate it.
15. Pick the correct GBL for the damaged items if there is more than one. Select the GBL and click on “**Pick.**”
16. The GBL populates in the block.
17. Review Personal info below the GBL block and – Add/Update as necessary.

18. In the Upper right of the screen locate “**Loss or Damage at Delivery?**” Activate Drop Down and select the response.
19. “**Unpacking and Removal.**” Activate Drop Down and select the response.
20. Click on “**Save**” located in the Upper Left of the screen.
21. Under the personal information area find “**Add/Update Loss/Damage Items.**” Click on “**Add.**”
22. A new screen appears.
23. Add Item Name, Inventory Number, and Loss/Damage Description.
24. Click on “**Save.**”
25. A new screen appears. (To upload a picture of the damaged or missing item you first have to save it to your computer.)
26. Under “**File Attachments**” click on “**Add.**”
27. Click on Icon.
28. Click on “**Browse.**”
29. Under “**File Attachments**” click on “**Save.**”
30. Repeat steps 11 through 29 until all “Lost/Damaged” items are listed.
31. Top of screen, under “**Loss/Damage Reports**” click on “**Submit.**”
32. When the **Loss/Damage Report** is submitted the “**Submit**” button will disappear.
  - The **Loss/Damage Report** is now completed and submitted.
  - The Customer is now ready to start on filing their Claim. See the document, “**Steps for a Customer to File a Claim in DPS.**”